

COVID-19

GUIDANCE ON REOPENING PASSENGER FERRY SERVICES

Much of the world's passenger ferry services have been suspended due to the COVID-19 pandemic but maintaining lifeline services are critical to carry medical supplies, food, other necessities and essential workers to critical jobs.

Shipping companies are always required to assess all identified risks to the safety of ships and personnel and establish necessary safeguards and procedures in a documented Safety Management System (SMS). As part of the SMS, shipping companies should develop detailed plans and procedures for the different aspects and risks associated with coronavirus (COVID-19) on their ship operations.

As passenger ferry services are highly dependent on shore facilities, also those facilities – whether under the ferry operator's control or not – need to be addressed in the safeguards.

Use and implementation of this guidance by operators, governments and relevant national authorities should be temporary and time limited to the coronavirus (COVID-19) pandemic. Arrangements and requirements should default to normal as soon as national circumstances allow.

Building on measures identified and developed by Interferry members, this guidance is issued as a source of information and inspiration for ferry operators, terminals, authorities and any other entity relating to mitigation of health risks in relation to passenger ferry services.

The measures come in part from advice by sanitation- and medical experts and governmental directives, but are by and large developed through ferry operators' long experiences of sanitation, hygiene and communicable diseases. The guidance is thus not scientifically vetted, and owners and operators will regardless need to assess the impact of applicable health and safety directives and guidance when determining appropriate mitigation strategies.

With hundreds of possible measures to implement, the main focus of this guidance is to offer a high-level overview through the flowchart presented on the following page. It divides a passenger ferry service into discreet activities and suggests safeguards for each such activity.

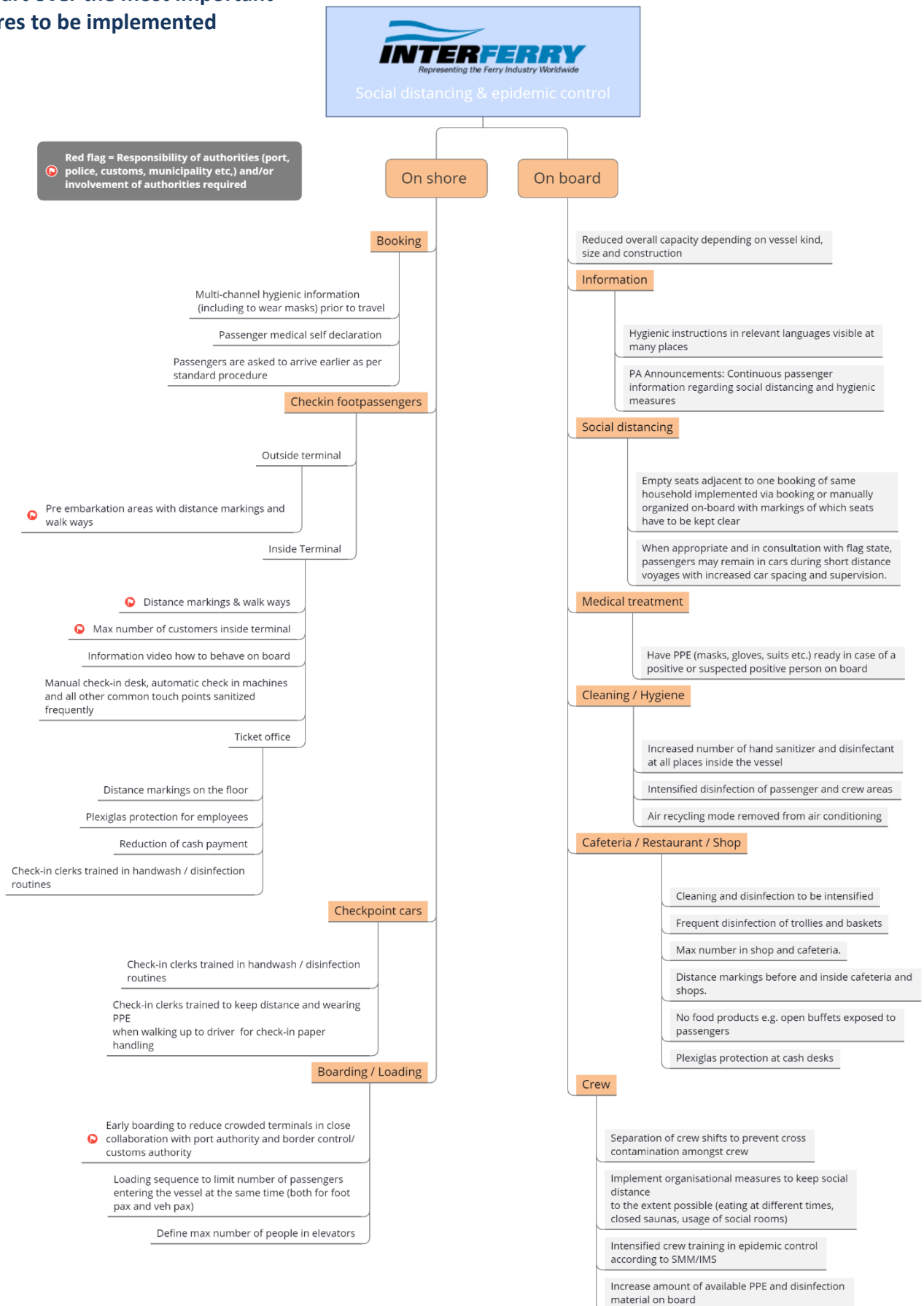
Importantly, the flowchart also highlights measures for which the operator is dependent the participation or leadership of other stakeholders or agencies.

In the Appendix, all possible measures that have been identified are listed.

Interferry would also recommend operators to review the [Reopening Guidelines](#) published by the Passenger Vessel Association.

For further information, please contact regulatory@interferry.com

Flowchart over the most important measures to be implemented



APPENDIX – All the evaluated measures

Note: The below measures have been suggested / implemented by various ferry operators. They are not necessarily endorsed by Interferry, but kept here as source of inspiration.

BOOKING

- 1 A self-declaration of health (questions) need to be filled out for every passenger. Passenger with symptoms and that have been in high risk area/contact denies booking.
- 2 Passengers asked to arrive [90] minutes before departure (instead of [45] minutes)
- 3 Information about the importance of handwash/hand sanitizing, coughing routines, handshaking is provided during booking.
- 4 Passengers advised to wear masks
- 5 Facilitate ordering of onboard services and meals from home to reduce contact with personnel onboard
- 6 Reduced overall capacity depending on vessel kind, size and construction can be limited in connection with ticket sales
- 7 Mandatory to book a cabin when travelling on specified routes
- 8 Advise pax they may bring their own 'packed lunch' with them (no alcohol).
- 9 PAX can get on the ship without any physical contact with anyone and no need to handle documents, e.g. use car mirror hangers available online to print at home and place on their dashboard.
- 10 Offer cabins for those who want to isolate themselves onboard. These are sanitised after every use.

CHECK-IN

- 11 If available, Quick Covid-19 test kits to be used for each passenger. Passengers kept in separate waiting room until test result (5 min)
- 12 Information video or e-learning of each passenger on how to behave onboard.
- 13 Implement measures to prevent queues. (e.g. distance-signage, distance markings in the floor, different check-in times, security guards to organize queues.)
- 14 Public lavatories are cleaned and sanitized frequently
- 15 Hand sanitizing by personnel on every passenger entering the building
- 16 Automatic check-in machines sanitized frequently
- 17 Sneeze guard on manual check-in desk to be mounted
- 18 Manual check-in desk and all other common touch points sanitizes frequently
- 19 Check-in clerks informed about handwash / disinfection routines
- 20 No cash handling. Only credit cards
- 21 Contactless check-in –promote the idea that pax can get on the ship without any physical contact with anyone and no need to handle documents. For example, we use car mirror hangers so we are considering making these available online so pax can print at home and place on their dashboard (to be double-checked at check-in).
- 22 PETS chip scan done by the passenger, scanner disinfection after use

OUTSIDE TERMINAL

- 23 Pre-embarkation areas with distance markings can be achieved to some extent as long as passengers volumes do not reach maximum. Additional staff required for monitoring.
- 24 Passenger screening / Medical pre inspection (fever, other symptomatic)
- 25 Present instructions on how to conduct check-in for foot passengers
- 26 Present instructions on how to conduct check-in for car passengers
- 27 Present instructions on how to conduct check-in for truck drivers
- 28 Present instructions on how to conduct check-in for other passenger types

INSIDE TERMINAL

- 29 If compulsory wearing of masks, the passengers have to bring their own mask
- 30 Distance markings & walk-ways
- 31 Manage access/numbers to WC's. Closure of every other urinal, etc.
- 32 Physical presence of a cleaner at every shipcall for regular disinfection of desks
- 33 Public area marshals?
- 34 Plexiglass protection for employes
- 35 Max number of customers inside terminal
- 36 Reduction of cash payments
- 37 Wearing of gloves when cash handling
- 38 Passenger health declaration
- 39 Extra hand sanitizing stations available in terminals and onboard
- 40 Fact sheets in different languages available in terminals
- 41 All childcare facilities to be kept closed

BOARDING

- 42 Separation of passengers during loading and unloading
- 43 Loading sequence to limit the number of passengers in the garage at the same time; adaptation of the stopover time
- 44 Define max nr of people in elevators
- 45 Measures to prevent queues and distance-signage to be in place.
- 46 Hand sanitizing by CL personnel on every passenger embarking on gangway or staircase for car-passengers
- 47 Public lavatories are washed and sanitized frequently
- 48 Early boarding to reduce crowded terminals in close collaboration with port authority and border control/customs authority

ON-BOARD

- 49 Compulsory wearing of masks? Passengers would have to bring their own mask in this case.
- 50 Marking of passenger walk ways for separation inside the vessels
- 51 Reducing the capacity on all ships to secure [1] m distance in any area
- 52 Extra hand sanitizing stations available onboard
- 53 Air type seat allocation: Empty seats adjacent to one booking of same household implemented via booking or manually organized on-board with markings of which seats have to be kept clear
- 54 Fact sheets in different languages available onboard
- 55 Hygienic instructions for crew and passengers visible at all places

- 56 PA Announcements: Continuous passenger information regarding social distancing and hygienic measures
- 57 Passengers remain in cars during short distance voyage with increased car spacing if according exemptions have been granted
- 58 All childcare facilities to be kept closed
- 59 Eliminating entertainment events
- 60 Keep unnecessary high risk areas closed.
- 61 Arrangement of areas for isolation of customers if necessary
- 62 Have PPE (masks, gloves, suits etc.) ready in case of a positive or suspected positive person on board
- 63 Promote the ready access to fresh sea air on the open deck.
- 64 Use of paper towels in public handwash-stations instead of hand-dryer
- 65 Used paper-towels are considered infectious waste. Therefore garbage is treated accordingly

SHOPS

- 66 Sneeze guard on cashier desk in place
- 67 Frequent disinfection of cashier-area
- 68 Frequent disinfection of common touch-points
- 69 Frequent disinfection of shopping-trolleys/baskets
- 70 Hand sanitizing for every passenger entering by personnel
- 71 Measures to prevent queues and distance-signage is in place
- 72 The amount of visitors in different shops to be limited
- 73 Distance marking on the floor to separate passengers queuing to the cash desks
- 74 Plexiglas protection at cash desks
- 75 Hand sanitizer available in all shops
- 76 Face masks to be sold on board in the shops to the passengers
- 77 All take away food sold in the shops to be wrapped or packed
- 78 Cleaning and disinfection in all areas to be intensified
- 79 No cash, only card payments accepted
- 80 No unauthorized personnel in the stores or supply areas.
- 81 Pre-order goods deliveries directly to the car deck, cabins or pick up points outside the shops.

RESTAURANTS

- 82 The amount of visitors in different restaurants to be limited
- 83 Hand sanitizers are available in all restaurants
- 84 As long as there are restrictions in the number of people staying in one area, there will be no buffet serving
- 85 No fresh food only sale of packed food
- 86 Self Service cooked food poses no threat. Cold sandwiches sold at bars are prepared following all HACCP procedures and are considered safe.
- 87 Advise pax they may bring their own 'packed lunch' with them (no alcohol).
- 88 Warm dishes in different restaurants served in portions
- 89 Take away food from the restaurants to the cabins or other public areas will be accepted
- 90 All food in cafés to be wrapped or packed
- 91 Plexiglas protection at cash desks

- 92 Cleaning and disinfection in all areas to be intensified
- 93 No cash, only card payments accepted
- 94 No unauthorized personnel in the restaurant kitchens, supply areas or crew kitchen.
- 95 All food in drivers dining area has to be wrapped or packed
- 96 The amount of visitors to be limited - breakfast will be packed and served as take away

CLEANING

- 97 Extra attention / disinfection of surfaces by cleaners
- 98 Cabin trolleys & equipment to cleaners sanitizes frequently
- 99 Use of gloves & facial mask upon individual request of employee/cleaner
- 100 Frequent disinfection of common touch-points / corridors
- 101 Weekly Sanitation of all vessel for coronavirus epidemic. Certificate to be issued
- 102 Air recycling mode removed from air conditioning
- 103 Increased number of hand sanitizer and disinfectant
- 104 Implementation of UV light inside air condition (like in hospitals)
- 105 Lavatories are washed and sanitized frequently
- 106 The ship will be cleaned in accordance with the cleaning guidelines by [national] authorities.

CREW & CREW AREAS

- 107 No buffet in crew mess
- 108 Extended cleaning/disinfecting routines for crew cabins
- 109 Extended cleaning/disinfecting routines for crew mess and all other crew areas
- 110 Extended accessibility for hand sanitizer at work-spaces
- 111 Lavatories are washed and sanitized frequently
- 112 Amount of available PPE and disinfection material to be increased and ensured delivery on board and ashore.
- 113 All crew and check in personnel to do frequently e-learning sessions and test to ensure the knowledge is adequate.
- 114 Implement secure routines for crew change, in order to reduce risk of cross contamination between crews.
- 115 E training of crew with each crew change.
- 116 Hand sanitizer available in all areas.
- 117 Paper towels and hand-soap available at every washbasin.
- 118 All unnecessary lingering in the common areas of the ship must be avoided.
- 119 All extra personal contact must be avoided.
- 120 It is especially important to follow common hygiene guidelines on board because the crew spends long time periods in the same facilities (during both work and free time), increasing the risk of spreading contagious diseases.
- 121 Hands must be washed and sanitized, if possible, whenever moving from one compartment of the ship to another.
- 122 The ship's gym may only be used by one person at a time. All equipment must be carefully sanitized after use.
- 123 Several people must not use the sauna facilities simultaneously.
- 124 Only persons responsible for the ship's food provision may enter the galley or food storage facilities.

- 125 Dining happens in small groups, taking into account the safe distance between crew members. Close contact in dining and break rooms must be avoided, and breaks and dining should be paced in such a way that as few crew members as possible will be in the same room simultaneously.
- 126 If possible, food will be served by the cook or someone else responsible for food provision, and buffet dining must absolutely be avoided. The purpose is that only the cook and other kitchen crew will touch the serving utensils. The meals and cutlery delivered to the bridge must be covered during delivery.
- 127 The most common surfaces of the engine control room must be cleaned with sanitizer at every change of watchkeeping.
- 128 The most common surfaces of the bridge must be cleaned with sanitizer at every change of watchkeeping.
- 129 Separation of crew shifts to prevent outbreak amongst crew is not possible
- 130 Crew wearing gloves
- 131 Crew following structured hand cleaning / sanitizing procedures
- 132 Maintain health declaration procedure.
- 133 Regular medical crew screening (temperature, other symptoms)
- 134 Intensified crew training in epidemic control according to SMS
- 135 Crew to remain on board while the vessel is at port.
- 136 Changes of crew to be avoided
- 137 Coronavirus test for all new embarking crew.

MEDICAL

- 138 All (suspicious) cases which might occur during voyage handled in accordance with established best practice and reported to competent authority accordingly.
- 139 In case of a suspicious case of crew and/or passenger special communicable disease measures are in place.
- 140 Arrangement of areas for isolation of Customers or crew if necessary
- 141 It should be verified by relevant authorities that the ship will not be quarantined in case of reporting sickness on board
- 142 Have PPE (masks, gloves, suits etc.) ready in case of a positive or suspected positive person on board